



STATE OF IOWA

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DEPARTMENT OF HUMAN SERVICES
CHARLES M. PALMER, DIRECTOR

INFORMATIONAL LETTER NO. 1002

DATE: April 13, 2011

TO: Iowa Medicaid Case Managers and DHS Service Workers

ISSUED BY: Iowa Department of Human Services, Iowa Medicaid Enterprise (IME)

RE: New Document Submission Process for HCBS Waiver Services

EFFECTIVE: Immediately

Effective immediately, Case Managers and DHS Service Workers (CM/SWs) will have the ability to submit Waiver Level of Care documentation and Waiver Prior Authorization documentation to the IME Medical Services Unit via a secure upload process, rather than by fax. This should make the submission process more efficient and reduce faxing errors.

In order to use this process, CM/SWs must have accounts set up in both the Individualized Services Information System (ISIS) and the Iowa Medicaid Portal Access (IMPA) systems. All CM/SWs should already have an ISIS username and password. If you do not, your supervisor can request access for you. If you have not already registered in IMPA, please follow these instructions to register for a new account.

To register for IMPA:

- 1) Go to: <https://secureapp.dhs.state.ia.us/imp>.
- 2) Click on the "Register New Account" link at the top of the page.
- 3) Complete the registration form. Your password must be at least 8 characters and include 1 uppercase character, 1 lowercase character, 1 digit, and one special character (!@#\$%^&+=). Enter the verification words and click the "Create" link.
- 4) When you receive the Congratulations message, click "OK".

To upload documents:

- 1) Login to IMPA. When you login for the first time, you will be required to answer three security questions before proceeding.
- 2) Under the main menu, click on Manage>My Account
- 3) From the menu on the left, click on the "External Application Authorization" link.
- 4) Enter your ISIS username and password.
- 5) Click on "File" on the main menu. After the page refreshes, click "File" again. There should now be a menu item called "Upload Document to IME" under the File menu.
- 6) Click on "Upload Document to IME"
- 7) From the dropdown menu, select "Level of Care" or "Waiver Prior Authorization".

- 8) Click on the "Select File" link. Browse to the location of the file on your computer and select the file you want to upload. (If this step does not work, follow the instructions on the page to update your Adobe Flash player; then close and reopen your browser and log into IMPA again.)
- 9) Click the "Upload File" link to begin the upload.

When using this process, please use the following practices to assure your documents can be received as intended:

- An uploaded document should **not** contain information for more than one member. If you have Level of Care reviews or Waiver Prior Authorizations to be done for more than one member, you must upload separate documents for each member.
- If you have multiple documents for a single member's Level of Care review or Waiver Prior Authorization, please label each document with the member's name, State ID#, and identify which document you are sending in relation to the total number of documents, such as "1 of 3", "2 of 3", and "3 of 3".
- Document size is limited to 10 MB. If you are scanning documents, be sure to scan at a resolution that will not result in a large file size. If your file is larger than 10 MB and cannot be split into smaller parts, it will have to be submitted by fax.

The existing fax lines will remain operable if you are unable to use the new process as described above. To fax documents to IME Medical Services, please use these numbers:

- Level of Care documents: (515)725-1349
- Waiver Prior Authorizations documents: (515)725-1388

This process can be used **only** for submission of HCBS Waiver Level of Care documents and HCBS Waiver Prior Authorization documents. Any other documents that are submitted through this process will be discarded and will not reach the intended destination.

If you have any questions, please contact the IME Provider Services Unit at 1-800-338-7909, or locally at 515-256-4609, or by e-mail at imeproviderservices@dhs.state.ia.us.